



ABOUT YOUR NEW CITYWIDE CREDENTIAL



ELECTRONIC KEY CARD ACCESS

- **WARNING: Newly issued ID cards may be unable to open doors/facilities immediately**
- If you need electronic card access, please ensure that you submit a correctly completed, signed *Access Rights Request Form* to the Citywide Credentialing Office at the time your ID card is issued. The Credentialing Operators can provide an *Access Rights Request Form* upon request. You may also obtain an *Access Rights Request Form* at <http://opm.dc.gov/credentials>. If you need to change your key card access later, simply submit a new *Access Rights Request Form* to the Citywide Credentialing Office.
- All electronic key card access is controlled by the Protective Services Division (PSD)
- Any new electronic access will be activated by PSD at a later date (*We can provide no estimates*)
- **The Citywide Credentialing Office *DOES NOT* activate cards, change card access, or provide an estimated time-frame for card activation. We DO NOT program cards to open doors/facilities.**

For questions regarding card activation, gaining access to particular doors/facilities, or urgent access requests, please contact:

Protective Services Division (OPM), Security Office
1350 Pennsylvania Avenue NW, Room C-23
(202) 727-8031

What is a Citywide Credential?

- Official District government photo ID for admittance into all District government buildings
- Provides electronic access cards to secured areas with appropriate authorization
- Facilitates your commute to and from work with its built-in Metro SmarTrip card
- Offers improved security through standardization and accountability
- Prevents counterfeiting through the use of holographic technology
- Reduces the number of cards you will need to carry

Lost or Stolen ID Cards

Immediately report any lost or stolen credential cards to the Protective Services Division by phone at (202) 727-8031 or by email (credentials@dc.gov). Lost or stolen credential cards may also be reported by visiting the main credentialing facility located at 441 4th Street, NW or by phoning (202) 727-8521. Please consult our website at <http://opm.dc.gov/credentials> or call (202) 727-8521 for information about obtaining a new Citywide Credential. In addition, if the lost or stolen credential holds a SmarTrip balance, please contact the SmarTrip Customer Service Center at (888) 762-7874. While there is currently no replacement fee for lost or stolen ID cards, a fee may be instituted at a later date.

Metro SmarTrip Card Benefits

Your new Citywide Credential may also be a Metro SmarTrip card. Contractors, interns, volunteers, and temporary employees do not receive SmarTrip cards. Please ask the Credentialing Operators if you have a SmarTrip card. If so, the card can be used to electronically pay for Metro transit fares. Your card currently has no balance. However, you may immediately begin using your SmarTrip card by depositing funds onto the card using a SmarTrip terminal located in any Metro station. If you do not register your card, you will forfeit any SmarTrip funds on the card in the event your credential is lost or stolen. If you did not register your card today, you may register your SmarTrip card at anytime by visiting Metro's website at <http://www.wmata.com>. For questions specifically about your SmarTrip card, please contact the SmarTrip Customer Service Center at (888) 762-7874.

Citywide Credentialing Office

Phone: (202) 727-8521

Hours of Operation: 8:45 am - 5:15 pm, Mon.-Fri.

Address: 441 4th Street, NW (One Judiciary Square; Metro-Red Line)

The facility is in the old Department of Employment Services office adjacent to the Firehook cafe.

Website: <http://opm.dc.gov/credentials>